

Unlocking Business Value Through RCA Enablement

Industry: Manufacturing

Segment: Enterprise

Revenue: \$1.8 Billion

Employees: 7,500

First Chair partnered to support a global manufacturing leader specializing in factory automation systems to transform its quote-to-cash operations. The program focused on streamlining complex integrations, standardizing processes, and building a scalable digital foundation to support global growth.

CHALLENGES

- **Complex integration with JD Edwards (JDE):** Required to synchronize operations with Salesforce RCA
- **Business process transformation:** Transitioning to RCA necessitated alignment with Salesforce best practices and modernization of legacy workflows
- **Manual and static documentation:** Outdated processes created inefficiencies, driving the need for dynamic automation with OmniStudio.

SOLUTIONS



JD Edwards
Enterprise Software

SERVICES PROVIDED BY FIRST CHAIR

- Supported the **RCA design phase**, including phasing strategy, detailed solution design, and rollout planning
- Providing RCA configuration, development, unit testing, and analysis support
- Currently executing a **multi-phase implementation strategy** to integrate with JDE and position Salesforce as the core system for pricing and master data

FUTURE OUTCOMES

- **Comprehensive RCA functionality:** Including quoting, order management, reporting, approvals, & automated document generation
- **Seamless JDE integration:** Maintaining JDE as the source of pricing and master data while leveraging Salesforce RCA for execution
- **Single source of truth:** Salesforce consolidates customer, pricing, and operational data for greater visibility and accuracy
- **Scalable foundation for growth:** A modernized architecture enabling efficiency, agility, and future revenue expansion

